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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/509,442	09/26/2005	Seth Houston	A35032-PCT-USA (065855.03)	7436
21003 7590 02/01/2008 BAKER BOTTS L.L.P. 30 ROCKEFELLER PLAZA 44TH FLOOR NEW YORK, NY 10112-4498			EXAMINER HOANG, SON T	
			ART UNIT 2165	PAPER NUMBER
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Please find below and/or attached an Office communication concerning this application or proceeding.

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Office Action Summary	Application No. 10/509,442	Applicant(s) HOUSTON ET AL.	
	Examiner Son T. Hoang	Art Unit 2165	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 03 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 26 December 2007.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-40 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-40 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 28 September 2004 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Response to Amendment

1. This communication is in response to the arguments filed on December 26, 2007.

Abstract's objection is withdrawn.

35 U.S.C. 112, 2nd paragraph rejections are withdrawn.

Claims 1, 13, 25, and 27 have been amended.

Claims 1-40 are pending in this Office action.

Response to Arguments

2. After further search and a thorough examination of the present application, **claims 1-40** remain rejected.

3. Applicant's sole argument towards independent **claim 1** regarding the fact that Shoemaker et al. (Pub. No. US 2002/0167197, filed on June 29, 2001; hereinafter Shoemaker) does not teach or suggest an account management tool that uses at least one natural language question that is authorized to be presented to the web page based on the determined service level associated with the account as recited in **claim 1**.

In response to the Applicant's arguments, the Examiner respectfully submits in particular. Evidently, the Applicant described the natural language question is selected from a customized group of questions (Specification, Page 5, Lines 1-3). Accordingly, Shoemaker clearly discloses after a valid username and password is entered by an account manager, the account manager is provided an account listing page 40 on the screen of the remote computer 24, as

shown in Figure 2. High-level managers are allowed to view account information for all account managers under them within the company hierarchy, while lower-level account managers are only allowed access to search for information about their own accounts ([0019]). As illustrated in Figure 2, the account listing page is provided with multiple drop-down lists, each represents a question. Each list contains a natural language parameter to be used in the search. For example, if the user selects the parameter 'AMERICAS' for 'Region', this is the same as selecting the question *'Which are the accounts in AMERICAS region?'* If the user selects the parameter 'Jane Smith' for 'Account Manager', this is the same as selecting the question *"Which are the accounts that have Jane Smith as account manager?"* Thus, Figure 2 clearly anticipates the presentation of authorized natural language question as claimed.

Interpretation of Claims-Broadest Reasonable Interpretation

During patent examination, the pending claims must be 'given the broadest reasonable interpretation consistent with the specification.' Applicant always has the opportunity to amend the claims during prosecution and broad interpretation by the Examiner reduces the possibility that the claim, once issued, will be interpreted more broadly than is justified. *In re Prater*, 162 USPQ 541,550-51 (CCPA 1969).

Reference is made to MPEP 2144.01 - Implicit Disclosure

"[I]n considering the disclosure of a reference, it is proper to take into account not only specific teachings of the reference but also the inferences which one skilled in the art would reasonably be expected to draw therefrom." *In re Preda*, 401 F.2d 825, 826, 159 USPQ 342, 344 (CCPA 1968)

Subsequent to an analysis of the claims it was revealed that a number of limitations recited in the claims belong in the prior art and thus encompassed and/or implicitly disclosed in the reference (s) applied and cited. It is logical for the Examiner to focus on the limitations that are "crux of the invention" and not involve a lot of energy and time for the things that are not central to the invention, but peripheral. The Examiner is aware of the duties to address each and every element of claims, however, it is also important that a person prosecuting a patent application before the Office or an stakeholders of patent granting process make effort to understand the level of one of ordinary skill in the (data processing) art or the level one of skilled in the (data processing) art, as encompassed by the applied and cited references. The administrative convenience derived from such cooperation between the attorneys and Examiners benefits the Office as well the patentee.

In view of the above, the Examiner contends that all limitations as recited in the claims have been addressed in this Action.

For the above reasons, the Examiner believed that rejection of the last Office action was proper.

Hence, Applicant's arguments do not distinguish over the claimed invention over the prior art of record.

In light of the foregoing arguments, the 35 U.S.C. 102 and 103 rejections are hereby sustained.

.Claim Rejections - 35 USC § 102

4. The following is a quotation of the appropriate Paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this Section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the Applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the Applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

5. **Claims 1, 6-13, 18-25, 30-40**, are rejected under 35 U.S.C. 102(e) as being anticipated by Shoemaker et al. (Pub. No. US 2003/0167197, filed on June, 29 2001; hereinafter Shoemaker).

Regarding **claim 1**, Shoemaker clearly shows and discloses a method for accessing sales data ([0018]), comprising the steps of:

receiving a username and a password from a web page
(After visiting the Internet website and entering a valid username and password, the manager is provided access to the account management tool, [0018]);

identifying an account having the username and the password associated therewith *(Managers are provided with access to information based upon their particular clearance level, [0018]);*

reading a service level associated with the identified account
(For example, a high-level manager may have access to information about various accounts handled by various account managers, while lower-level account managers may only be provided with access to information about those accounts for which they are responsible, [0018]);

determining at least one natural language question that is authorized to be presented to the web page based on the determined service level associated with the account *(After a valid username and password is entered by an account manager, the account manager is provided an account listing page. High-level managers are allowed to view account information for all account managers under them within the company hierarchy, while lower-level account managers are only allowed access to search for information about their own accounts, [0019]. For example, if the user selects the parameter 'AMERICAS' for 'Region', this is the same as selecting the question 'Which are the accounts in AMERICAS region?' If the user selects the parameter 'Jane Smith' for 'Account Manager', this is the same as selecting the question "Which are the accounts that have Jane Smith as account manager?");*

populating a list control element of the web page with the at least one question (*The account manager may navigate the account listing page, and other pages of the account management tool accessible through the account listing page, [0019]. See further Figure 2).*

Regarding **claim 6**, Shoemaker further discloses a method, wherein the determining step is performed by a question and answer framework application (*Figures 2-8 show the process of querying and the results of the queries done by the "Customer Action System").*

Regarding **claim 7**, Shoemaker further discloses a method, wherein the question and answer framework application searches a database for the at least one questions based upon at least one of a plurality of appropriate service level indicators (*Figure 2 shows higher-level manager can view the report of a lower-level manager "Jane Smith").*

Regarding **claim 8**, Shoemaker further discloses a method, wherein the at least one of a plurality of appropriate service level indicators is the same as the service level (*Managers are provided with access to information based upon their particular clearance level based on their username and password combination, [0018]).*

Regarding **claim 9**, Shoemaker further discloses a method, wherein the at least one of a plurality of appropriate service level

indicators is different from the service level (*Managers are provided with access to information based upon their particular clearance level based on their username and password combination, [0018]*).

Regarding **claim 10**, Shoemaker further discloses a method, wherein the at least one question includes at least one parameter (Figure 2).

Regarding **claim 11**, Shoemaker further discloses a method, further comprising the steps of:

receiving an indication upon a selection of one of the at least one question (*Figure 2 shows "EAST", "AMERICAS", "United States" and "Jane Smith" as selection indicator in the drop-down box*);

populating a further list control element of the web page with an at least one parameter (*Control buttons corresponding with items #43, #45*).

Regarding **claim 12**, Shoemaker further discloses a method, wherein the list control element is a drop down box (*Figure 2*).

Regarding **claim 13**, Shoemaker clearly shows and discloses a logic arrangement for accessing sales data ([0018]), wherein the logic

arrangement is adapted for an execution by a processing arrangement to perform the steps comprising of:

receiving a username and a password from a web page
(After visiting the Internet website and entering a valid username and password, the manager is provided access to the account management tool, [0018]);

identifying an account having the username and the password associated therewith *(Managers are provided with access to information based upon their particular clearance level, [0018]);*

reading a service level associated with the identified account
(For example, a high-level manager may have access to information about various accounts handled by various account managers, while lower-level account managers may only be provided with access to information about those accounts for which they are responsible, [0018]);

determining at least one natural language question that is authorized to be presented to the web page based on the determined service level associated with the account *(After a valid username and password is entered by an account manager, the account manager is provided an account listing page. High-level*

managers are allowed to view account information for all account managers under them within the company hierarchy, while lower-level account managers are only allowed access to search for information about their own accounts, [0019]. For example, if the user selects the parameter 'AMERICAS' for 'Region', this is the same as selecting the question 'Which are the accounts in AMERICAS region?' If the user selects the parameter 'Jane Smith' for 'Account Manager', this is the same as selecting the question "Which are the accounts that have Jane Smith as account manager?");

populating a list control element of the web page with the at least one question (The account manager may navigate the account listing page, and other pages of the account management tool accessible through the account listing page, [0019]; see Figure 2 for further illustrations).

Regarding **claim 18**, Shoemaker further discloses a logic arrangement, wherein the determining step is performed by a question and answer framework application (*Figures 2-8 show the process of querying and the results of the queries done by the "Customer Action System"*).

Regarding **claim 19**, Shoemaker further discloses a logic arrangement, wherein the question and answer framework application

searches a database for the at least one questions based upon at least one of a plurality of appropriate service level indicators (*Figure 2 shows higher-level manager can view the report of a lower-level manager "Jane Smith"*).

Regarding **claim 20**, Shoemaker further discloses a logic arrangement, wherein the at least one of a plurality of appropriate service level indicators is the same as the service level (*Managers are provided with access to information based upon their particular clearance level based on their username and password combination, [0018]*).

Regarding **claim 21**, Shoemaker further discloses a logic arrangement, wherein the at least one of a plurality of appropriate service level indicators is different from the service level (*Managers are provided with access to information based upon their particular clearance level based on their username and password combination, [0018]*).

Regarding **claim 22**, Shoemaker further discloses a logic arrangement, wherein the at least one question includes at least one parameter (*Figure 2*).

Regarding **claim 23**, Shoemaker further discloses a logic arrangement, further comprising the steps of:

receiving an indication upon a selection of one of the at least one question has been selected (*Figure 2 shows "EAST"*,

"AMERICAS", "United States" and "Jane Smith" as selection indicator in the drop-down box);

populating a further list control element of the web page with an at least one parameter (*Control buttons corresponding with items #43, #45*).

Regarding **claim 24**, Shoemaker further discloses a logic arrangement, wherein the list control element is a drop down box (*Figure 2*).

Regarding **claim 25**, Shoemaker clearly shows and discloses a system including a processor, a data warehouse, and an Internet connection ([0017]) capable of executing the steps comprising of:

receiving a username and a password from a web page (*After visiting the Internet website and entering a valid username and password, the manager is provided access to the account management tool, [0018]*);

identifying an account having the username and the password associated therewith (*Managers are provided with access to information based upon their particular clearance level, [0018]*);

determining a service level associated with the identified account (*For example, a high-level manager may have access to information about various accounts handled by various account managers, while lower-level account managers may only be provided with access to information about those accounts for which they are responsible, [0018]*);

determining at least one natural language question that is authorized to be presented to the web page based on the determined service level associated with the account (*After a valid username and password is entered by an account manager, the account manager is provided an account listing page. High-level managers are allowed to view account information for all account managers under them within the company hierarchy, while lower-level account managers are only allowed access to search for information about their own accounts, [0019]. For example, if the user selects the parameter 'AMERICAS' for 'Region', this is the same as selecting the question 'Which are the accounts in AMERICAS region?' If the user selects the parameter 'Jane Smith' for 'Account Manager', this is the same as selecting the question "Which are the accounts that have Jane Smith as account manager?")*);

populating a list control element of the web page with the at least one question (*The account manager may navigate the account listing page, and other pages of the account management tool accessible through the account listing page, [0019]; see Figure 2 for further illustrations*).

Regarding **claim 30**, Shoemaker further discloses a system, wherein the determining step is performed by a question and answer framework application (*Figures 2-8 show the process of querying and the results of the queries done by the "Customer Action System"*).

Regarding **claim 31**, Shoemaker further discloses a system, wherein the question and answer framework application searches a database for the at least one questions based upon at least one of a plurality of appropriate service level indicators (*Figure 2 shows higher-level manager can view the report of a lower-level manager "Jane Smith"*).

Regarding **claim 32**, Shoemaker further discloses a system, wherein the at least one of a plurality of appropriate service level indicators is the same as the service level (*Managers are provided with access to information based upon their particular clearance level based on their username and password combination, [0018]*).

Regarding **claim 33**, Shoemaker further discloses a system, wherein the at least one of a plurality of appropriate service level

indicators is different from the service level (*Managers are provided with access to information based upon their particular clearance level based on their username and password combination, [0018]*).

Regarding **claim 34**, Shoemaker further discloses a system, wherein the at least one question includes at least one parameter (Figure 2).

Regarding **claim 35**, Shoemaker further discloses a system, wherein:

the processor is configured to receive an indication upon a selection of one of the at least one question has been selected (*Figure 2 shows "EAST", "AMERICAS", "United States" and "Jane Smith" as selection indicator in the drop-down box*); and

populate a further list control element of the web page with an at least one parameter (*Control buttons corresponding with items #43, #45*).

Regarding **claim 36**, Shoemaker further discloses a system, wherein the list control element is a drop down box (*Figure 2*).

Regarding **claim 37**, Shoemaker clearly shows and discloses a method for specifying sales data to be accessed as a basis for a report ([0018]), comprising the steps of:

(a) selecting one of an at least one natural language question from a first list control element on a web page (*After a valid username and password is entered by an account manager, the account manager is provided an account listing page. High-level managers are allowed to view account information for all account managers under them within the company hierarchy, while lower-level account managers are only allowed access to search for information about their own accounts, [0019]. For example, if the user selects the parameter 'AMERICAS' for 'Region', this is the same as selecting the question "Which are the accounts in AMERICAS region?" If the user selects the parameter 'Jane Smith' for 'Account Manager', this is the same as selecting the question "Which are the accounts that have Jane Smith as account manager?"*); and

(b) selecting at least one parameter from a second list control element on the web page (*Figure 2 shows "AMERICAS" as the second parameter in conjunction with first parameter "EAST" to narrow the query for account listing*), wherein the second list control element was created on the web page after the first selection of the one of the at least one question from the first list control element (*Figure 2 shows "AMERICAS" as the second parameter in conjunction with first parameter "EAST" to narrow the query for*

account listing. It is inherent that "District" was created first, then "Region" and then "Country") and wherein the second list control element was populated with the at least one parameter after the first selection of the one of the at least one question from the first list control element (Figure 2 shows "AMERICAS" as the second parameter in conjunction with the first parameter "EAST" to narrow the query for account listing. It is inherent that "EAST" was selected first then "AMERICAS").

Regarding **claim 38**, Shoemaker further discloses a method comprising: providing a username and password prior to the first selecting step (*Company managers are each provided with a username and a password for use when logging on to use the account management tool, [0038]*).

Regarding **claim 39**, Shoemaker further discloses a method, wherein the at least one question is generated at least in part based on the username and password (*Figure 2 shows the query for "EAST", "AMERICAS", "United States" as regular parameters as can be accessed by both lower-level and higher-level managers*).

Regarding **claim 40**, Shoemaker further discloses a method, wherein the at least one parameter is generated at least in part based on the username and password (*Figure 2 shows the query for "EAST", "AMERICAS", "United States" as regular parameters as can be accessed*

by both lower-level and higher-level managers. Furthermore, Figure 2 shows a special parameter "Jane Smith" as lower-level manager that can only be accessed by higher-level manager).

Claim Rejections - 35 USC § 103

6. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

7. This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of the various claims was commonly owned at the time any inventions covered therein were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out the inventor and invention dates of each claim that was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g) prior art under 35 U.S.C. 103(a).

8. **Claims 2-3, 14-15, and 26-27;** are rejected under 35 U.S.C. 103(a) as being unpatentable over Shoemaker et al. (Pub. No. US 2003/0167197, filed on June, 29 2001; hereinafter Shoemaker) in view of Zawadzki et al. (Pat. No. US 7,107,268, filed on November 9, 1999; hereinafter Zawadzki).

Regarding **claims 2, 14 and 26**, Shoemaker does not explicitly disclose the identification step is performed by a security application.

Zawadzki discloses a typical session begins with a user logging-in to the project management server from the web interface. This is accomplished by typing in a user name and password. The user name and password are used to define and determine user access rights in the security module ([Column 27, Lines 22-26])

It would be obvious to a person skilled in the art at the time of the invention was made to incorporate the teachings of Zawadzki with the teachings of Shoemaker for the purpose of preventing unauthorized access when users log-in to the project management system from locations within or outside of the enterprises by determining the identity of the user and corresponding user's access rights ([Column 4, Lines 17-24] of Zawadzki).

Regarding **claims 3, 15, and 27**, Shoemaker further discloses company managers are each provided with a username and a password for use when logging on to use the account management tool (*After visiting the Internet website and entering a valid username and password, the manager is provided access to the account management tool, [0018]*).

9. **Claims 4-5, 16-17, and 28-29**, are rejected under 35 U.S.C. 103(a) as being unpatentable over Shoemaker et al. (Pub. No. US 2003/0167197, filed on June, 29 2001; hereinafter Shoemaker) in view of Wright et al. (Pub. No. US 2002/0016910, filed on February 9, 2001; hereinafter Wright).

Regarding **claims 4, 16 and 28**, Shoemaker does not explicitly disclose the reading step is performed by a service application.

Wright discloses the web server performs a database lookup against the submitted username and password. If a match is found the web server uses the database to determine the client's access privileges ([0057]).

It would be obvious to a person skilled in the art at the time of the invention was made to incorporate the teachings of Wright with the teachings of Shoemaker for the purpose of enabling users to indelibly and reliably store and retrieve files in an encrypted state on a remote storage media using a web browser to perform the encryption, decryption, and transfer operations ([0054] of Wright).

Regarding **claims 5, 17 and 29**, Shoemaker further discloses a method, wherein the service application searches a database for an account record having the username associated therewith, and reads the service level from the account record (*The web server performs a database lookup against the submitted username and password. If a match is found the web server uses the database to determine the client's access privileges, [0057]*).

Conclusion

10. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).


A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

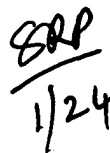
Contact Information

11. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Son T. Hoang whose telephone number is (571) 270-1752. The Examiner can normally be reached on Monday - Friday (7:30 AM – 4:00 PM).

If attempts to reach the Examiner by telephone are unsuccessful, the Examiner's supervisor, Christian Chace can be reached on (571) 272-4190. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.


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/S.H./
Son T. Hoang
Patent Examiner
January 23, 2008